

Have You Lost or Found Something?

New Lost Property Service at the Municipal District Offices

From 1 February 2003, the Municipal District Offices in Vienna will also serve as Lost Property Offices for lost and found items in Vienna. (Please see overleaf for addresses and office hours.)

Lost Property Service Hotline 4000-8091

If you have any questions or inquiries regarding lost and found items in Vienna, please call the Lost Property Service Hotline at 4000-8091 (Mondays to Wednesdays and Fridays from 8.00 to 15.30, Thursdays from 8.00 to 17.30).

Lost Property Boxes for small items

"Lost Property Boxes" (*Fundboxen*) are metal containers set up close to the Municipal District Offices. Small items found, such as umbrellas, clothes or other objects of daily use, can be placed in any of these containers at any time of day or night. Valuables, such as cash, wallets or expensive pens, should be taken to one of the Lost Property Offices by the finder.

Finder's award and acquisition of ownership

The right to a finder's award is governed by private law, and it is up to the finder to claim the award from the person who has lost the item. Upon request the Lost Property Office will tell the finder the name of the person concerned, but cannot provide any further help in this context. For lost items, e.g. objects found in the street or on a public playground, the finder's award is 10% of the item's real value; for items forgotten, e.g. left in buses, trams or undergrounds, restaurants or theatres, the finder should receive 5% of the real value. If a found item is not reclaimed by the loser within one year, ownership passes to the finder, who is free to accept or renounce this title.

Loss of driver's documents, number plates or arms; reporting thefts to the police

Please note that the police must be notified if you have lost your driving license, vehicle registration documents or a number plate. The police will issue a confirmation that serves as temporary replacement for the lost document(s). Thefts or losses of firearms, ammunition and explosives must equally be reported to the police. NB: Driving licenses, vehicle registration documents and number plates found must be taken to one of the Lost Property Offices of the Vienna City Administration.

Stray animals should be taken to the animal shelter

A stray animal is not a "lost and found item". Please phone the Animal Welfare Helpline at 4000-8060 if you come across a stray animal. The Vienna Animal Rescue Service (*Wiener Tierrettung*) will take it to the animal shelter in Vösendorf free of charge.

For further information on the new Lost Property Service, please visit our website at www.wien.at/mba/fundservice/

Addresses of Municipal District Offices

Office hours of Passport Service and Lost Property Offices

Mon-Wed and Fri: 8.00-15.30

Thu: 8.00–17.30

Exception: Municipal District Offices in Districts 15 and 16 (Front Offices)

Office hours of Passport Service and Lost Property Offices

Mon-Wed and Fri: 8.00-16.30

Thu: 8.00-18.00, Fri: 8.00–15.30

District	Address	Phone	Access for physically challenged persons	
1, 8	1010, Wipplingerstraße 8	534 36	.	Lift
2	1020, Karmelitergasse 9	211 06	.	Intercom, stair lift
3	1030, Karl-Borromäus-Platz 3	711 34	.	Bell, ramp
4, 5	1050, Schönbrunner Straße 54	546 34	.	Bell, ramp
6, 7	1070, Hermannngasse 24-26	521 34	.	Bell, ramp, mobile stair lift
9	1090, Währinger Straße 39	400 34	.	Bell, ramp, mobile stair lift
10	1100, Laxenburger Str. 43-45	605 34	.	Stair lift
11	1110, Enkplatz 2	740 34	.	Entrance for physically challenged persons, lift
12	1120, Schönbrunner Straße 259	811 34	.	Lift
13, 14	1130, Hietzinger Kai 1-3	878 34	.	Bell, lift
15	1150, Gasgasse 8-10	891 34	.	Front Office on the ground floor
16	1160, Richard-Wagner-Platz 19	491 96	.	Information Centre on the ground floor
17	1170, Elterleinplatz 14	401 19	.	Bell, lift
18	1180, Martinstraße 100	476 34	.	Bell, ramp
19	1190, Gatterburggasse 14	360 34	.	Separate ground floor office for all inquiries by physically challenged persons
20	1200, Brigittaplatz 10	331 34	.	Entrance for physically challenged persons, lift
21	1210, Am Spitz 1	277 34	.	Bell, lift, wheelchair available
22	1220, Schrödingerplatz 1	211 23	.	Bell, lift, wheelchair available
23	1230, Perchtoldsdorfer Straße 2	863 34	.	Social Welfare Office on the ground floor